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INTELLOFAX REFERENCE GROUP (IRG)  
(References are to the Intellofax Manual, 1960)

There is an essential unity of thought in the selection of codes and interpretation of the question. The IRG functions smoothly when there is mutual acceptance of the judgments and tasks to be performed. The special skills of the reference officer, the document analyst, and the machine systems programmer are relevant to the problem of helping a requester to use the Intellofax System. The following responsibilities are intended to clarify the role of each member of the IRG. (Chapter 1, p. 6)

A. Library Responsibility

1. The IRG is under the administrative jurisdiction of Library/Reference.
2. The senior member of the IRG will be responsible for the interpretation of requests and for determining the extent to which the Intellofax System may be applicable.
3. The senior member of the IRG is responsible for determining the order in which requests will be submitted to the Machine Division and for indicating degree of urgency. Time commitments will not be made on crash priorities without determining from the Machine Division how long the request will take for processing. Requests that are likely to place unusual demands on the Machine Division will be discussed with the Machine Division representative to the IRG.

B. Document Division Responsibilities

1. The representative of the Analysis Branch is responsible for final determination of those codes which will be forwarded to the Machine Division for retrieval. If necessary, this representative will consult appropriate Analysis Branch authorities for correct input procedure and/or interpretation. (Chapter VI, p.4, p.6)
2. Prompt notification to IRG of adoption or modification of rules or tools affecting coding operations.
3. Any coding errors which appear on cards (old or new system) will be corrected by the Analysis Branch representative and returned to the Machine Division.

C. Joint Library and Document Division Responsibilities

1. All runs will be checked for coding by both a Library member and the Analysis Branch representative, whenever possible. Index searches must be written in accordance with coding rules published in Chapter IX of the Manual and with general policies of the Document Division.

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2. When a requester visits the IRG in person, his problem will be considered by both a Library and an Analysis Branch member. (Chapter VI, p. 3)
3. Promptness in servicing a request is a continuing goal of the IRG. Requests will be handled according to established priorities and normally a request will be coded and forwarded to the Machine Division within 8 working hours after receipt of request.
4. Dictionary support will be shared jointly by making full use of entries and by recommending new or amended entries based on retrieval needs. (Chapter VI, p. 4, p. 6)
5. Screening of cards will be shared equally by all members of the IRG. To prevent unnecessary overlap of searches and excessive damage, cards awaiting action by requester or IRG will not normally be kept out of file for more than 3 working days. In order to facilitate return of cards, the IRG may request the Machine Division to prepare a cut card list from which further screening will be made.
6. Bookkeeping duties (e.g. receipt, preparation of tapes for transmittal) will be shared.
7. The desk will be manned by at least 1 member of the IRG during coffee breaks and lunch hour.

D. Machine Division Responsibilities

Format, symbology, and the programming of file searches are responsibilities of the Machine Division. The MD member of the IRG advises on their application to the preparation of search requests.

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CHIEF, DOCUMENT DIVISION

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MACHINE DIVISION

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